

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Eric Havens, et al.

§ Group Art Unit: 2665

Serial No: Unknown

§ Examiner: Duc Chi Ho

Filed: March 23, 2004

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For: Changing Quality Of Service For Voice Over IP Calls

Mail Stop PATENT APPLICATION  
Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

"EXPRESS MAIL" Mailing Label No.: EV450382250US

Date of Deposit: March 23, 2003

Dear Sir:

**PRELIMINARY AMENDMENT**

Please amend the application as follows prior to the substantive examination thereof:

**Amendments to the Specification** begin on page 2 of this paper.

**Amendments to the Claims** are reflected in the listing of claims which begins on page 3 of this paper.

**Remarks** begin on page 7 of this paper.